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## BIB DATA SHEET

CONFIRMATION NO. 4313

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
10/735,470	12/12/2003	705	3691	717841.4
<b>RULE</b>				
<b>APPLICANTS</b> Anand R. Kumar, Bismarck, ND; Michael A. Frank, Mandan, ND; Connie L. Schaner, Mandan, ND; Kelley C. Kunnanz, Bismarck, ND; Brent Roberts, St. Peters, MO; William Frame, Sunriver, OR; Rex Moorman, Foristell, MO; Channon O. Lowman, Mandan, ND; Eric Burke, O'Fallon, MO;				
<b>** CONTINUING DATA *****</b> This appln claims benefit of 60/511,154 10/14/2003				
<b>** FOREIGN APPLICATIONS *****</b>				
<b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b> 03/23/2004				
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/JOHN O PRESTON/</u> Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	<b>STATE OR COUNTRY</b> ND	<b>SHEETS DRAWINGS</b> 25	<b>TOTAL CLAIMS</b> 45
<b>INDEPENDENT CLAIMS</b> 5				
<b>ADDRESS</b> HUSCH BLACKWELL SANDERS LLP 190 Carondelet Plaza Suite 600 ST. LOUIS, MO 63105 UNITED STATES				
<b>TITLE</b> Method and apparatus for providing integrated customer care and work-flow management				
<b>FILING FEE RECEIVED</b> 1522	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	